

SECTION 3. ACCESS

Objective:

To offer a variety of methods for increasing a citizen's ability to take advantage of library services.

The term "access" includes the freedom or ability of an individual to make use of a service. The information and knowledge contained in libraries is most valuable when customers can access these resources easily. These standards address library hours, alternative methods for providing service, and the use of technology to expand local library collections.

3.1 THE LIBRARY HAS A PLAN TO PROVIDE ACCESS TO SERVICES TO ALL RESIDENTS OF ITS LEGAL SERVICE AREA.

	Yes	No	Planned	Not Planned	N/A
The library provides reasonable access to all library services to all residents of its service area.					

3.2 THE LIBRARY PROVIDES ACCESS TO LIBRARY SERVICES WITHIN A SAFE ENVIRONMENT.

	Yes	No	Planned	Not Planned	N/A
The library offers a secure facility for public use within available resources.					

3.3 THE LIBRARY IS OPEN DURING HOURS THAT ARE BASED ON COMMUNITY NEEDS.

	Yes	No	Planned	Not Planned	N/A
The library has determined its hours based on a survey of community needs and available resources.					
The library offers a variety of weekday, evening, and weekend hours.					
The library offers a variety of weekday, evening and weekend hours at all locations. [Note: Evening hours of service are the public service hours after 5:00 pm; weekend hours of service are the public service hours on Saturday and Sunday.]					
Percent of total evening and weekend service hours:					

	Yes	No	Planned	Not Planned	N/A
Choose one					
_____ Basic service 15%					
_____ Full service 30%					
_____ Comprehensive service 40%					
The library offers a full range of services (telephone and in-person reference, readers' advisory, children and young adult services during all open hours.					

3.4 AT LEAST ONE LIBRARY IN THE SYSTEM IS OPEN AND PROVIDES ON SITE ACCESS AT LEAST AS MANY HOURS PER WEEK AS RECOMMENDED FOR THE POPULATION SERVED.

	Yes	No	Planned	Not Planned	N/A
Population Served: Under 25,000					
Choose one					
_____ Basic level 34 hrs/week					
_____ Full level 42 hrs/week					
_____ Comprehensive level 50 hrs/week					
Population Served: Under 25,000 – 49,999					
Choose one					
_____ Basic level 44 hrs/week					
_____ Full level 50 hrs/week					
_____ Comprehensive level 56 hrs/week					
Population Served: Under 50,000 – 99,999					
Choose one					
_____ Basic level 54 hrs/week					
_____ Full level 60 hrs/week					
_____ Comprehensive level 66 hrs/week					
Population Served: Under 100,000 – 199,999					
Choose one					
_____ Basic level 66 hrs/week					
_____ Full level 70 hrs/week					
_____ Comprehensive level 75 hrs/week					
Population Served: Under 200,000 above					
Choose one					
_____ Basic level 66 hrs/week					
_____ Full level 70 hrs/week					
_____ Comprehensive level 75 hrs/week					

3.5 THE LIBRARY PROVIDES CUSTOMERS WITH ALTERNATIVE SERVICE DELIVERY WITHIN AVAILABLE RESOURCES.

	Yes	No	Planned	Not Planned	N/A
The library has identified groups, individuals and institutions having need for alternative service delivery.					
The library actively markets these alternative services.					
The library provides outreach services using one or more of the following methods:					
Bookmobile service					
Deposit collections					
Books by mail					
Homebound services					
Outreach to child care programs					
Outreach to adult care programs					

3.6 LIBRARY CUSTOMERS ARE ABLE TO REACH THEIR LIBRARY BY TELEPHONE DURING ALL OPEN HOURS.

	Yes	No	Planned	Not Planned	N/A
The library's telephone number is listed in the telephone directory with cross references.					
The library has telephones in each of its outlets.					
The library has an adequate number of voice and data phone lines, with automatic rollover to reduce busy signals.					
The library has recording devices in use during closed hours to inform the public of the library's service hours.					
Automated answering machines are designed to facilitate customer contact with staff.					
The library has a TTY/TDY machine to permit access by people with hearing disabilities and staff trained in use of TTY/TDY.					

3.7 LIBRARY CUSTOMERS ARE ABLE TO ACCESS LIBRARY INFORMATION FROM REMOTE LOCATIONS.

	Yes	No	Planned	Not Planned	N/A
The library has dial-up access to its automated public access catalog and locally developed electronic databases.					
All library outlets have public access to the Internet.					
The library maintains an up-to-date Web site.					

3.8 LIBRARY CUSTOMERS RECEIVE LIBRARY SERVICES FREE OF CHARGE.

	Yes	No	Planned	Not Planned	N/A
The library offers its services and materials free of charge to library customers in compliance with the South Carolina statutes and rules governing the provision of free library services (Code of Laws of South Carolina, S 60-1-100).					

3.9 THE LIBRARY PROVIDES ITS CUSTOMERS WITH INFORMATION ABOUT COLLECTIONS OF OTHER LIBRARIES.

	Yes	No	Planned	Not Planned	N/A
The library has access to local databases.					
The library has access to statewide databases.					
The library has access to regional databases.					
The library has access to national databases.					
The library participates in local/regional electronic community information services.					
The library provides electronic access to other library collections and databases.					

3.10 THE LIBRARY PROVIDES INTERLIBRARY LOANS TO ITS CUSTOMERS.

	Yes	No	Planned	Not Planned	N/A
Free interlibrary loan services are available equally to all customers regardless of age.					
Interlibrary loan service is widely publicized in all outlets of the library and in the community and is offered by staff at every outlet when materials are not available locally.					

	Yes	No	Planned	Not Planned	N/A
The library is a participant in the South Carolina Interlibrary Loan Network.					
The library utilizes additional sources for materials not available in the South Carolina Interlibrary Loan Network.					

3.11 LIBRARY CUSTOMERS ARE ABLE TO USE MATERIALS WITHOUT RESTRICTIONS REGARDLESS OF AGE AND LOCATION.

	Yes	No	Planned	Not Planned	N/A
Any library materials available for loan from one point in the system are available for loan from all points.					
The library has a written policy that does not place any age restrictions on the in-house use or checkout of library materials by adults or children.					
The library has a written policy assigning responsibilities to parents or legal guardians for any restrictions placed on children's use of library resources.					
The library has an Internet access policy.					

3.12 THE LIBRARY PROVIDES ACCESS FOR THOSE UNABLE TO USE TRADITIONAL LIBRARY RESOURCES.

	Yes	No	Planned	Not Planned	N/A
The library provides interpretive services or assistive devices for disabled library users.					

**Additional Resources
On
Access**

- The ADA Library Kit: Sample ADA Related Documents to Help You Implement the Law.** ALA, 1994. (027.663)
- American Library Association. **Intellectual Freedom Manual.** ALA, 1992. (323.44)
- Crispen, Joanne L., editor. **The Americans With Disabilities Act: Its Impact on Libraries.** ALA, ASCLA, 1993. (027.6)
- Empty Shelves, Empty Minds.** Washington Coalition Against Censorship, 1983. (VT 038)
- Jones, Frances M. **Defusing Censorship: The Librarian's Guide to Handling Censorship Conflicts.** Oryx Press, 1983. (025.213)
- Libraries, Erotica, Pornography.** Oryx Press, 1991. (025.2)
- Obscenity.** Code of Laws of SC, 1976. Annotated. S 16-15-10 et. seq.
- Obscenity, Materials Harmful to Minors.** Code of Laws of SC 1976. Annotated. S 161-5-305 et seq.
- Services of Libraries Open to the Public; Fees for Certain Services; Provision for Penalties.** Code of Laws of SC, 1976. Annotated. S 60-1-100 et. seq., as amended.
- South Carolina Library Association. Intellectual Freedom Committee. **The South Carolina Intellectual Freedom Handbook.** SCLA, 1992. (323.44)
- U.S. Congress. House. **Americans With Disabilities Act.** Public Law 101-366, 101st Congress, 1990.